



June 2, 2000

Mr. Dale Hatfield
O.E.T.
Federal Communications Commission
2000 M Stree, N. W. Room 480
Washington, D.C. 20584

Re: Final Service Disruption Report

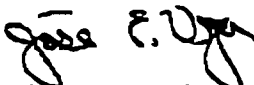
Dear Mr. Hatfield:

Persuant to the requirement with FCC order Docket 91-273, Puerto Rico Telephone Company submits a Final Service Disruption Report for a service outage that occurred on JUNE 1ST, 2000.

The attached final report completes our response submitted at that date. This report includes an update of the information previously provided.

If you have any question concerning this report, please contact me at (787) 749-2121.

Sincerely,


José E. Vega Cummings
Director
Network Operations Center

Encl.

vc

C: Eng. Roberto Correa

00-76

PRTC

P.O. Box 360998, San Juan, P.R. 00936-0998

TELEPHONE OUTAGE REPORT

TEL. (787) 749-5500

FAX (787) 792-9044

TO: F.C.C.			FAX (202) 418-2813 TEL (202) 418-1500	
DATE: JUNE 1ST, 2000				
TOWN AFFECTED: METRO AREA (SAN JUAN TOLL ONLY) AND 911				
TOTAL CUSTOMER AFFECTED 200,000 APROX.				
SERVICE AFFECTED: INTRA-ISLAND LONG DISTANCE CALLS			HOUR	MIN.
DATE OF OUTAGE:	06/01/00	TIME:	03	55
DATE IN SERVICE:	06/01/00	TIME:	05	10
LOST CALLS: 74,284	DURATION:		01	10

CAUSE OF TROUBLE:

NORTEL PERSONNEL WHILE WORKING ON THE DMS250 PROJECT MADE A SOFTWARE CHANGE AFFECTING ALL OFFICES CONNECTED TO THE SAN JUAN TOLL OFFICE, CALLS MADE FROM METRO AREA TO ANY TOWN OUTSIDE METRO AREA WAS AFFECTED, HAVING THE REDUNDENT BAYAMON TOLL WORKING ALONE, THE CELULAR NETWORK WAS NOT AFFECTED NOR THE CALLS MADE TO THE MAINLAND.

LOC: SAN JUAN TOLL

SERVICE RESTORAL STEPS:

NORTEL REMOVED THE SOFTWARE CHANGE PERFORMED EARLIER

FUTURE STEPS TO PREVENT OUTAGE:

SOFTWARE CHANGES WILL NOT BE PERFORMED DURING HEAVY TRAFFIC AND NORTEL'S ACTIVITIES MUST BE SUPERVISED BY PRTC PERSONNEL.

COMMENTS:**FINAL REPORT**

PRTC

P.O. Box 360998, San Juan, P.R. 00936-0998

TELEPHONE OUTAGE REPORT

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DATE: JUNE 1ST, 2000				
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TOTAL CUSTOMER AFFECTED 200,000 APROX				
SERVICE AFFECTED: INTRA-ISLAND LONG DISTANCE CALLS			HOUR	MIN.
DATE OF OUTAGE:	06/01/00	TIME:	03	55
DATE IN SERVICE:	06/01/00	TIME:	05	10
LOST CALLS: TO BE DETERMINED		DURATION:	01	10
CAUSE OF TROUBLE:				
NORTEL PERSONAL WHILE WORKING ON THE DMS250 PROJECT MADE A SOFTWARE CHANGE AFFECTING ALL OFFERS CONNECTED TO THE SAN JUAN TOLL OFFICE. CALLS MADE FROM METRO AREA TO ANY TOWN OUTSIDE METRO AREA WAS AFFECTED, HAVING THE REDUNDENT BAYAMON TOLL WORKING ALONE, THE CELULAR NETWORK WAS NOT AFFECTED NOR THE CALLS MADE TO THE MAINLAND.				
			LOC: SAN JUAN TOLL	
SERVICE RESTORAL STEPS:				
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FUTURE STEPS TO PREVENT OUTAGE:				
SOFTWARE CHANGES WILL NOT BE PERFORMED DURING HEAVY TRAFFIC AND NORTEL'S ACTIVITIES MUST BE SUPERVISED BY PRTC PERSONAL.				
COMMENTS:				
PRELIMINARY REPORT.				